

Q: How do I apply for Retirement, Spouses, Children's and Disability benefits?

A: You can apply for Social Security retirement, spouse, Medicare only or disability on the internet at <https://secure.ssa.gov/iClaim/rib>. It is secure, fast and easy. Once you submit the application online, print the receipt, and wait. SSA will contact you in about 6-8 weeks to review your claim and to request needed documents, if needed.

The online hours of operation are:

- Weekdays 5 AM - 1 AM Eastern Time (ET)
- Saturday 5 AM - 11 PM ET
- Sunday 8 AM - 11:30 PM ET
- Holidays 5 AM - 1 AM ET

Q: How do I enroll in direct deposit?

A: Direct Deposit (DD) to a Financial Institution in the United States:

A beneficiary can have his/her benefits deposited into a bank in the United States. For U.S. direct deposit, the payee must provide:

- The full name and address of the financial institution;
- The full bank routing number;
- The full account number, including type (savings/checking) and the name(s) on the bank account.

You can enroll by following the information provided at <http://go.usa.gov/ByXV>.

Or

Comerica Bank Direct Express Debit Card:

This program allows recipients to access their benefits by using the Direct Express Debit Card at over 1 million ATMs around the world, wherever the MasterCard® acceptance mark is displayed. In addition, recipients can make purchases at debit card locations, e.g., markets, drug stores, etc. that accept Debit MasterCards at no cost. Surcharge fees may apply when using Direct Express outside the United States.

Please go to <https://www.usdirectexpress.com/edcfdtclient/index.html#> or contact us.

! IMPORTANT NOTE: Direct Express cards are blocked for international transactions until the card holder contacts the bank to remove the block.

Q:How do I request Non-receipt of payment?

A: Please contact the American Citizen Services unit at tel. (02) 937 5100 from 9:00am to 12:00pm (M-F). You may also send an e-mail to acs_sofia@state.gov.

You will need to provide your full name and claim number when you contact us.

Q:How do I report Change of Address?

A: Please contact the American Citizen Services unit at tel. (02) 937 5100 from 9:00am to 12:00pm (M-F). You may also send an e-mail to acs_sofia@state.gov.

You will need to provide your full name and claim number when you contact us.

! IMPORTANT NOTE: If you are moving from the United States to an Overseas location i.e. Bulgaria, you must also sign form [SSA-21](#)

Q:How do I report the Death of Beneficiary?

A: Please contact the American Citizen Services unit at tel. (02) 937 5100 from 9:00am to 12:00pm (M-F). You may also send an e-mail to acs_sofia@state.gov.

You will need to provide full name and claim number of the deceased when you contact us.

Q: How do I apply for an original/replacement Social Security card at the Embassy?

A: You may schedule an appointment to apply for a Social Security card [here](#). It takes about 5-6 months to be assigned a SSN and receive an original Social Security card and 3-4 months to get a replacement card when you apply overseas.

Please fill out an [SS-5-FS](#).

You may find information on the requested documents [here](#).

You can replace your Social Security card for free if it is lost or stolen. However, you may not need to get a replacement card. Knowing your Social Security number is what is important. You are limited to three replacement cards in a year and 10 during your lifetime.